DOCUMENT RESUME

ED 366 721 CE 065 516

AUTHOR	Reader, Mel, Comp.
TITLE	Volunteerism. Rural Information Center Publication Series, No. 24.
INSTITUTION	National Agricultural Library, Beltsville, MD.
REPORT NO	ISSN-1056-9685
PUB DATE	Apr 93
NOTE	20p.
PUB TYPE	Reference Materials - Bibliographies (131) -- Reference Materials - Directories/Catalogs (132)
EDRS PRICE	MF01/PC01 Plus Postage.
DESCRIPTORS	Annotated Bibliographies; *Community Organizations; Information Sources; Organizations (Groups); *Public Service; Resource Materials; *Volunteers; *Volunteer Training
IDENTIFIERS	*Volunteerism

ABSTRACT

This annotated bibliography is intended to help local officials, community leaders, and other interested individuals understand the ways in which volunteers can serve community organizations. Each of the individual publications/resources cited is concerned with volunteer leadership, management, training, recruitment, programs, and/or sources. The bibliography lists the following resources: 14 articles, 25 books, 13 associations, 21 education and training programs, and the 16 local offices of Support Centers of America. Information about delivery of National Agricultural Library documents to individuals and electronic mail access for interlibrary loan requests is also included. (MN)

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RICPS, No. 24

Volunteerism

Compiled by Mel Reader
Clarion University of Pennsylvania
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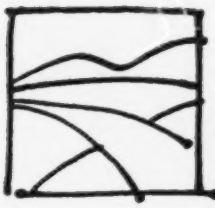
Rural Information Center Publication Series, No. 24



Rural
Information
Center

National Agricultural Library Beltsville, Maryland 20705-2351 April 1993

National Agricultural Library Cataloging Record:

Reader, Mel
Volunteerism.
(Rural Information Center publication series ; no.24)
1.Voluntarism--Bibliography. 2. Voluntarism--Directories. I. Title.
aHN49.C6R873 no.24

National Agricultural Library
U.S. Department of Agriculture
Beltsville, Maryland 20705

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- Agricultural health and safety
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- State initiatives concerning rural health delivery issues

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This publication contains material that is considered accurate, readable, and available. The opinions expressed in this publication do not necessarily reflect the views of the United States Department of Agriculture. Inclusion of publications, software, and databases in this publication does not imply product endorsement.

INTRODUCTION

Many organizations owe their origin and development to the untiring activit' 's of committed citizens who advocated a cause. Numerous communities rely on volunteers to provide leadership roles, community services, and outreach activities. The purpose of this resource list is to illustrate ways that volunteers can serve community organizations.

According to the report, *Community and Rural Development Impact Study Report: Voluntarism in People's Plan '87*, volunteers can be defined as those who do not expect "financial gain for their time, effort, funds, materials, skills, and knowledge." A Gallup survey summarized in *Giving and Volunteering in the United States: Findings from a National Survey* indicates that motivation for voluntarism tends to cluster around eleven major areas: altruism, self-actualization, religious commitment, institutional benefits, personal fulfillment, personal example, being asked, business or community fulfillment, creating a remembrance, employer's suggestion, and, tax considerations.

Benefits that volunteers bring to local organizations often include: distinctive viewpoints, special skills or abilities, and/or area expertise. In attempting to provide coverage in this bibliography for a variety of issues, my goal is to examine means that local organizations can use in attracting, sustaining, and retaining volunteers.

Depending upon citizen participation, communities engage in a variety of activities which include meeting specific community needs such as promoting literacy, providing community development at the local level, and supporting government at all levels. Local community organizations are especially dependent upon voluntary contributions to maintain viability. The extent to which communities are willing to participate in and rely upon local organizations denotes criteria for judging and evaluating citizen commitment to causes and services.

Causes and services representing local concerns can be linked to topics/issues concerning citizen participation which may be used by local officials, community leaders, and other interested citizens. The main topics covered in this bibliography include volunteer leadership, management, training, recruitment, programs, and sources. This bibliography is intended to be used by local officials, community leaders, or other interested individuals as a resource for providing volunteer services to local communities.

ARTIDLES AN BOOKS

Articles

1

"Black Participation in Voluntary Associations." P. Florin, E. Jones, and A. Wandersman. *Journal of Voluntary Action Research*, Vol. 15 (1), January-March 1986, pp. 65-86. NAL Call No.: HV40.J68.

Seeks to explain black participation in volunteer programs by combining Mischels (1973) cognitive social learning variables with a larger set of demographic and personality ones. Advantages of using this method are noted.

2

"Educational Needs in Volunteer Administration." J. L. Brudney and M. M. Brown. *Voluntary Action Leadership*, Summer 1990, pp. 31-33. NAL Call No.: HV91.V65.

Results of a major survey on continuing education programs in volunteer administration found to be broadly representative of the field. Results indicate that although beginning level training is readily available, advanced training is not.

3

"For the Newcomer: A Brief Look at Volunteer Administration." The Council for Volunteerism. *Voluntary Action Leadership*, Winter 1989/1990, pp. 23-27. NAL Call No.: HV91.V65.

Presents numerous tips in the following categories: recruiting volunteers, interviewing, orientation, training, supervision, staff-volunteer relationships, recognition, evaluation, and termination.

4

"Motivational Differences Between Black and White Volunteers." J. K. Latting. *Nonprofit Voluntary Sector Quarterly*, Vol. 19 (2), Summer 1990, pp. 121-135. NAL Call No.: HV40.J68.

Studies reveal volunteers have both altruistic and egotistical motivations for volunteering. These studies have not sought to determine the differences in motivational factors between black and white volunteers. This study attempts to make the differences clear.

5

"Neighborhood Needs and Organizational Resources: New Lessons from Detroit." B. Checkoway. *Nonprofit Voluntary Sector Quarterly*, Vol. 20 (2), Summer 1991, pp. 173-189. NAL Call No.: HV40.J68.

Examines organized programs and services pertaining to neighborhood problems. Also evaluates community associations regarding comprehensiveness and quality.

6

"Northwest Volunteer Managers: Their Characteristics, Jobs, Volunteer Organizations and Perceived Training Needs." M. A. Appei, and others. *Journal of Volunteer Administration*, Vol. 7 (1), pp. 1-9. NAL Call No.: HV91.J68.

Reveals the need for a variety of different types of in service training to appeal to mangers' diverse education and experience.

7

"Preventing Burnout: Taking Stress out of the Job." M. Kessler. *Journal of Volunteer Administration*, Vol. 9 (3), Spring 1991, pp. 15-20. NAL Call No.: HV91.J68.

Rather than blaming the individual for lack of coping skills, a more scientific approach proposes that organizations work with individuals to identify and rectify situations which cause stress.

8

"Recruiting Black and Hispanic Volunteers: A Qualitative Study of Organizations' Experiences." S. M. Chambre. *Journal of Volunteer Administration*. Fall 1982, Vol 1 (1). pp. 3-9. NAL Call No.: HV91.J68.

Provides evidence of low levels of nonwhite participation. Experiences of many organizations in expanding nonwhite volunteerism are cited. Focuses on techniques and strategies for recruitment based on these findings.

9

"Reentry through Volunteering: The Best Jobs that Money Can't Buy." E. O'Donald. *Voluntary Action Leadership*, Fall 1989. pp. 22-31. NAL Call No.: HV91.V65.

Offers flexible programs for volunteers. Discusses advantages for volunteers in learning job skills.

10

"Students and Voluntarism: Looking into the Motives of Community Service Participants." R. C. Serow. *American Education Research Journal*, Vol. 28 (3), Fall 1991, pp. 543-556. NAL Call No.: L11.A5.

Motivations for participating in community service appear complex and variable according to this combined survey and narrative interview data. Altruistic motivations may vary from civic mindedness to personal caring.

11

"Training for Team Building." G. E. Huszczo. *Training and Development Journal*, Vol. 44 (2), Feb. 1990, pp. 37-43. NAL Call No.: BF636.T7.

Recommends that commitment by employees should replace managerial directives. Proposes small group teams for resourceful ideas and high-quality solutions. Suggests ways to avoid 10 frequent threats to team-training methods.

12

"Volunteers' Life-Styles: Market Segmentation Based on Volunteers' Roles Choices." K. W. Heidrich. *Nonprofit and Voluntary Sector Quarterly*, Vol. 19 (1), Spring 1980, pp. 21-31. NAL Call No.: HV40.J68.

Study based on volunteers in different types of roles and different levels of involvement. Finds that the role most often desired is leadership. Demonstrates that role types can be correlated with life-style characteristics. Points out that organizations can design recruiting methods to attract particular traits or characteristics.

13

"The Volunteer Needs Profile: A Tool for Reducing Turnover." G. R. Francies. *Journal of Volunteer Administration*, Vol. 1(4) Winter 1983, pp. 17-33. NAL Call No.: HV91.J68.

Addresses the problem of turnover among volunteers. Suggests that this can be accomplished by using a Volunteer Needs Profile. Provides data on key areas including experience, achievement, social responsibility, and social contact.

14

"Young Volunteers in Action: A High School Community Education and Placement Model." M. Parks. *Journal of Volunteer Administration*, Vol. 7 (2), Winter 1988/1989, pp. 13-17. NAL Call No.: HV91.J68.

Focus on 3 principles: benefits, motivation, and placement. Presents background, discusses principles, describes the program, discusses interviews, and summarizes problems.

Books

1

Activities for Trainers: 50 Useful Designs. Cyril R. Mill. San Diego, CA: University Associates, 1980. 226 p. NAL Call No.: HM134.M4.

Collection of resource materials which include activities such as cross-cultural training, stress training, and supervisory training. Addresses purpose, group size, length of time, intended setting, and procedure.

2

Be a Better Leader: A Leadership Development Curriculum. John F. Duschat and others. New Brunswick, NJ: Rutgers Cooperative Extension Service, 1990. 1 vol. (unpaged). NAL Call No.: HM141.B42.

Structured as a practical means of providing assistance to current and potential community leaders seeking leadership training. Contains six integrated sessions: Person as Leader, Personal Organizational Skills, Interpersonal Relations, Organizational Structure, Leading a Meeting, and Decision Making/Problem Solving. Comprehensive coverage.

3

Community Leadership Development: Present and Future. A Report by the National Extension Task Force for Community Leadership. University Park, PA: Northeast Regional Center for Rural

Development, 1989. 29 p. NAL Call No.: HN90.C6N6. no.50.

Urges strong commitment for expanded support of national network for community leadership with links to relevant topics/issues. Ongoing resources needs stressed, particularly regarding newsletters and/or computer databases. Centralized control deemed crucial.

4

Contemporary Issues in Leadership 2nd edition. William E. Rosenach and Robert L. Taylor, editors. Boulder, CO: Westview Press, 1989. 248 p. NAL Call No.: HM141.C69 1989.

Appealing to a broad range of leaders and potential leaders, the chief aim is to describe, analyze, and evaluate leader's qualities and commitment in terms of tasks and performance.

5

Excellence in Management: Practical Applications for Success. Rick Conlow. Los Altos, CA: Crisp Pub., 1991. 132 p. NAL Call No.: HF5549.C66.

Practical guidebook that seeks to provide skills and strategies for achieving excellence in managerial situations. Lists six keys to excellence: succeeding as a leader, communicating with people creating superior service, managing your time, hiring the best people, achieving managerial excellence.

6

Exploring Volunteer Space: The Recruiting of a Nation. Ivan H. Scheier. Boulder, CO: Volunteer: The National Center for Citizen Involvement, 1980. 200 p. NAL Call No.: HN90.V64S34.

Focuses on expanding the concept of volunteering to include key involvement and integration within communities and organizations.

7

Extension's Blueprint for Volunteer Excellence. M. M. Holtham. Ithaca, NY: Cornell Cooperative Extension, 1989. 161 p. NAL Call No.: S533.E9.

Clarifies roles of volunteers. Provides information on their identification, selection, orientation, preparation, utilization, recognition, and evaluation. Companion volume contains transparencies and handouts.

8

Finding Your Way through the Maze of Volunteer Management. Sue Vineyard. Downer's Grove, IL: Heritage Arts, 1981.64 p. NAL Call No.: HN49.V64V56.

Guide to reference sources that lists resource organizations and publications, volunteer groups, reference works, available courses, standards and guidelines, and volunteer terms.

9

Fostering Volunteer Programs in the Public Sector: Planning, Initiating, and Managing Voluntary Activities. Jeffrey L. Brudney. San Francisco: Jossey-Bass, 1990. 243 p. NAL Call No.: HN90.V64B78 1990.

Focus is on volunteer programs within government. Presents a balanced technique for producing and augmenting services, as well as ways volunteer programs can be inaugurated, maintained, and preserved in the public sector.

10

From the Top Down: the Executive Role in Volunteer Program Success. Susan J. Ellis. Philadelphia, PA: Energize Associates, 1986. 185 p. NAL Call No.: HN49.V64E44.

Written for top-level decision-makers. Discusses the management issues related to volunteerism. Concentrates on providing methods for: establishing policy, budgeting funds, selecting staff, assuring teamwork, sharing vision, and demonstrating commitment.

11

Lead On: The Complete Handbook for Group Leaders. Leslie Griffith Lawson, Franklin D. Donant, and John D. Lawson. San Luis Obispo, CA: Impact Publishers, 1984. 162 p. NAL Call No.: HM141.L37.

Contends that leadership is an interactive process consisting of: task behavior, relationship behavior, and the situation. Asserts that appropriate leadership style varies with task maturity. The frequency of checking on tasks and level of task guidance should be determined by knowledge of member's skills and abilities as well as their likes and dislikes.

12

The Leader's Edge: The Seven Keys to Leadership in a Turbulent World. Burt Nanus. Chicago: Contemporary Books, 1989. 224 p. NAL Call No.: HD57.7.N36.

The first half of the book documents the decline of American leadership in an era of abundance, and the second half focuses on seven areas of leadership qualities needed in contemporary life. The qualities include: farsightedness, mastery of change, organizational design, anticipatory learning initiative, mastery of interdependence, and high standards of integrity.

13

Leadership. James MacGregor Burns. New York: Harper & Row, 1978. 530 p. NAL Call No.: HM141.B4 1978.

Focuses on determining the characteristics of leadership concerning foundations, standards, and managerial guidelines. The central purpose is to provide a framework from which to judge and evaluate characteristics and attributes of political leaders.

14

Learning to Lead: An Action Plan for Success. Pat Heim and Elwood N. Chapman. Los Altos, CA: Crisp Publications, Inc., 1990. 74 p. NAL Call No.: HD57.7.H42.

Workbook approach featuring self-assessed questionnaires and case studies. Primary purpose is to show that basic management skills are a further enhancement of basic leadership skills. These skills are based on three sources of leadership power: personality power, knowledge power, role power. Leaders convey an ability to effectively communicate specific goals into a vision of reality thorough the decisions that they make.

15

More Games Trainers Play: Experiential Learning Exercises. Edward E. Scanell. New York: McGraw Hill, 1983. 302 p. NAL Call No.: HM133.S3.

Comprehensive sampling of aids to fortify key points. Presented as exercises and activities. Includes objectives, procedure, discussion questions, materials required, approximate time required, and sources.

16

New Approaches to Effective Leadership: Cognitive Resources and Organizational Performance. Fred Edward Fielder and Joseph E. Garcia. New York: John Wiley & Sons, 1987. 240 p. NAL Call No.: HM141.F475.

A theoretical approach supplemented by charts and graphs. Cognitive resource theory model of leadership based on interrelating and correlating important leadership theories. Contends that this single model best explains effective leadership performance.

17

New Employee Orientation: A Practical Guide for Supervisors. Charles M. Cadwell. Los Altos, CA: Crisp Publications, 1988. 80 p. NAL Call No.: HF5549.5.I53C33.

Aim is to prevent costly employee high turnover rates. Examines the benefits of a solid orientation program, and planning objectives. Offers a total programmatic approach for developing a formal orientation program.

18

The Nine Keys to Successful Volunteer Programs. Kathleen Brown Fletcher. Rockville, MD: Taft Group, 1987. 87 p. NAL Call No.: Call No.: HN90.V64F53.

Handbook stresses key concepts rather than successful formulas because there are none that guarantee success. These concepts include: good job description, staff commitment, well-planned recruitment, careful screening and selection, appropriate training, good supervision, appropriate surveillance, adequate recognition, and systematic evaluation.

19

Proof Positive: Developing Significant Volunteer Recordkeeping Systems. Susan J. Ellis and Katherine H. Noyes, Philadelphia, PA: Energize, 1980. 46 p. NAL Call No.: HV41.E4.

Offers systematic procedures for recording details for a number of projects including: evaluation, achievements, and needs.

20

Stronger Together: Recruiting and Working with Ethnocultural Volunteers. Sue Pike. Ottawa, Ont: Central Volunteer Bureau of Ottawa-Carleton, Voluntary Action Directorate, Multiculturalism and Citizenship Canada, 1990. 32 p. NAL Call No.: HN49.V64P54.

Offers advice and guidelines concerning methods and approaches for organizations and staff to develop sensitivity to and appreciation for ethnic volunteers. Published in Canada, its advice is appropriate in other countries.

21

A Study in Excellence: Management in the Nonprofit Human Services. Washington, DC: National Assembly of National Voluntary Health and Social Welfare Organizations, 1989. 198 p. NAL Call No.: HV91.S78.

Shows which elements of leadership contribute to excellence while improving efficiency and productivity of managers. Divided into two parts: (1) empirical research findings and (2) case studies that illustrate these findings.

22

United Way of America's Blueprint for Volunteer Diversity. Alexandria, VA: Volunteer and Community Initiatives Division, United Way of America, 1980. 191 p. NAL Call No.: HV41.U65.

Offers recommendations on ways to recruit Black, Hispanic, Native American and Asian leaders. Includes models of targeted outreach proposals for increasing involvement by diverse ethnic populations.

23

A Vision for Strengthening Local Leadership: How to Create an Effective Volunteer Coordinator System. W. Fox. *4-H* (Purdue University. Cooperative Extension Service) 723. West Lafayette, IN: Purdue University, Cooperative Extension Service Feb. 1989. 42 p. NAL Call No.: S533.F66F43. no.723.

Outlines a team approach for evaluating and strengthen middle management by using the guidepost model and/or the L-O-O-P model. Also includes four types of volunteer coordinator roles and nine appendices.

24

Voluntarism: A Workbook on How to Build or Improve a Volunteer Program. Gene Glover and Michele Mickelson; prepared in cooperation with Criminal Justice Institute, University of Wisconsin Extension. Madison, WI: Regents of the University of Wisconsin Extension System, 1981. 60 p. NAL Call No.: HN90.V64G66.

Workbook offers concise accounts of aspects of volunteering, contains recommendations for working with groups, includes examples of planning sheets, checklists, and questionnaires. Describes the major literature in the field.

25

The Volunteer Organization Handbook. Marie Arnot, Lee J. Cary, Mary Jean Houde. Blacksburg, VA: Center for Volunteer Development, Cooperative Extension Service, Virginia Polytechnic Institute and State University, 1985. 182 p. NAL Call No.: Call No.: HN90.V64A7.

Designed for individuals who want to assert effective leadership in groups. Part 1 consists of five self-instructional modules related to leadership in groups; part 2 consists of nine chapters dealing with problem situations and concerns.

ASSOCIATIONS

American Red Cross
17th & D Streets, NW
Washington, DC 20006
202-737-8300

Operates under congressional charter. Aids in disaster relief. Serves members of armed forces. Among other activities trains volunteers for community service.

Association for Research on Nonprofit Organizations and Voluntary Action (ARNOVA)
(Formerly: Association of Voluntary Action Scholars (AVAS)
Route 2, Box 696
Pullman, WA 99163
509-332-3417
509-335-2863 (FAX)

ARNOVA blends theoretical and practical insights from more than 20 specialties worldwide. Topics of interest include: Citizen Participation, Social Movements, Community Development, Independent Sector Issues, Philanthropy, Nonprofit Management, etc.

Association of Volunteer Centers
736 Jackson Place, NW
Washington, DC 20503
202-408-5162

Provides access to wide variety of information on volunteer topics such as administration, fund raising, training, etc.

Foundation Center
79 Fifth Avenue
New York, NY 10003
212-620-4230
212-807-3677 (FAX)

Aim is to acquire, organize, and disseminate information about foundations and the grants they award. Provides research libraries in New York City, NY, Washington, DC, Cleveland, OH, San Francisco, CA, as well as access to 171 networked cooperating collections.

Independent Sector
1828 L Street, NW
Washington, DC 20036
202-233-8100

Devoted to improving efficiency and effectiveness of nonprofit organizations. Administers specific programs in Public Education, Communication, Research, Nonprofit Operations and Management, and Government Relations.

National Volunteer Center
Points of Light Foundation
736 Jackson Place, NW
Washington, DC 20503
202-408-5162
202-408-5169 (FAX)

Coordinates 380 volunteer centers. Promotes volunteering within the local community. Serves as an information clearinghouse.

National Center for Nonprofit Boards
2000 L Street, NW, Suite 411
Washington, DC 20036
202-452-6262

Purpose is to strengthen governing boards. Operates as information center. Offers conferences, training programs, and workshops.

Points of Light Initiative
US/White House – Office of National Service
Old Executive Office Building
Room 100
Washington, DC 20500
202-456-6266
202-456-6244 (FAX)

Seeks to make community service central to needs and interests of society. Aim is to identify and nurture community leaders who will address critical community needs.

Society of Nonprofit Organizations
314 Odana Road, Suite One
Madison, WI 53719
608-274-9777

Provides forum for exchange of knowledge, information, and ideas. Aim is for nonprofit corporations to be more efficient and effective.

Support Centers of America
2001 O Street, NW
Washington, DC 20036
202-833-0300
202-857-0077 (FAX)

Provides regional centers (for locations see Workshops/ Seminars/ Courses). Assists nonprofits to be more efficient and productive by providing support for financial management, fund raising, etc.

Taft Group
12300 Twin Brook Parkway
Rockville, MD 20852
301-816-0210
800-424-3761
301-816-0811 (FAX)

Furnishes information concerning nonprofit management, grant opportunities, fund raising methods. Publishes a directory which contains detailed information on 450 top corporate foundations.

United Way of America
701 North Fairfax Street
Alexandria, VA 22314-2045
703-876-7100
800-233-1962
703-683-7840 (FAX)

Service organization which provides opportunities and training for volunteers in a variety of areas.

Volunteers in Technical Assistance (VITA)
1600 Wilson Blvd., Suite 500
Arlington, VA 22209
703-276-1800

Supplies technical assistance on a wide range of subjects including microcomputer applications.

EDUCATION AND TRAINING

Education and Training Program
California State University
University Extension
Long Beach, CA 90840
310-985-8455

Certificate in Administration of Nonprofit Programs. Modules include: Nonprofit Administration, Planning and Marketing, and Human Resource Management.

Case Western Reserve University
Mandel Center for Nonprofit Organizations
10900 Euclid Avenue
Cleveland, OH 44106-7164
216-368-8566

Offers Masters Degree in Nonprofit Organizations (MNO) consisting of 45 graduate credit hours and Certificate in Nonprofit Management (CNM) consisting of 13-15 graduate credits. Both programs offer courses in following areas: Management of Volunteers and Professional Workers, Resource Development and Fund raising, Governance by Volunteer Boards of Trustees, etc. Foundation courses are almost identical and include: Introduction to the Nonprofit Sector, Ethics, Professionalism, and Leadership, Quantitative Methods for Nonprofit Organizations, etc. Advanced courses for Masters include: Practical experience in Organizational Effectiveness, Governance and Management of Change, and Strategic Planning.

Colorado University
Office of Conference Services
Campus Box 454
Boulder, CO 80309-0454
302-492-5151

Offers three levels of certificates for Volunteer Management Program. One program is for beginners. The second is for managers with at least two years of experience and the third is directed at the executive level.

Des Moines Area Community College
Continuing Education
2006 Ankeny Boulevard
Ankeny, IA 50021
515-964-1000

Volunteer Management Specialists Certificate currently is composed of required courses in Volunteer Program Management, Leadership and Human Relations, Management of Volunteers, Role of the Board and Staff, and Maintaining Volunteer Programs. Also offers courses in Volunteer Management such as Professional Image, Leadership – An Inner Dimension, Build an Effective Team, etc.

Duke University
Center for the Study of Philanthropy and Voluntarism
4875 Duke Station
Durham, NC 27706
919-684-4592
919-681-8288 (FAX)

Part of the Institute of Policy Sciences and Public Affairs, an interdisciplinary research program. Professional Masters Degree in Public Policy Analysis and Management and undergraduate major in Public Policy. Center offers courses in Philanthropy, Public Policy, and the Arts; Federal Policy and the Nonprofit Sector; The Idea of the Voluntary Society: Charitable Giving, Volunteering, and Public Policy to Fulfill the Needs of the Community, etc.

Energize
5450 Wissahickon Avenue, Lobby A
Philadelphia, PA 19144
215-438-8342

Consulting firm with exclusive focus on volunteerism. Uses a collaborative approach. Specializes in various topics of volunteer management and membership development. Topics include: Project Evaluation, Board and Advisory Committee Development, Leadership Training, Recordkeeping System Design, Budgeting and Financial Management Skills, Volunteer/Employee Team building.

George Washington University
Department of Public Administration
School of Government and Business Administration
Washington, DC 20052
202-994-6295

Offers Master of Association Management. Spanning four academic core areas: Association Management, Business Administration, Management Science, and Public Administration, includes courses in: The Association: Roles and Influence, Marketing Management for Associations, Information Systems for Associations, etc.

Georgia State University
College of Public & Urban Affairs
School of Public Administration and Urban Studies
University Plaza
Atlanta, GA 30303
(404) 651-1378
(404) 651-3350 (FAX)

Offers a baccalaureate degree in volunteer agency administration for students pursuing careers with non-profit voluntary agencies such as the American Red Cross, YMCA, YWCA, Big Brothers, etc. Course work is designed to prepare administrators who can supervise volunteers, plan programs, manage budgets, raise funding and contribute to community problem-solving.

Goucher College
Center for Continuing Studies
Towson, MD 21204
410-337-6000

Offers certificates in Fund Raising Management, Meeting Planning Management, Public Relations Management, and Technical Writing.

Governors' Offices on Voluntarism
Executive Director
Kentucky Office of Volunteer Services
275 East Main #6W
Frankfort, KY 40621
502-564-4357

Among other services provided are a variety of training programs such as Volunteer Program Management, The Art of Leadership, How to Supervise Volunteers, How to Train Volunteers, etc. For location and training programs of applicable state agencies, call the above listed telephone number.

Hawkeye Institute of Technology
1501 East Orange Road
Waterloo, IA 50704
319-296-2320

Offers six workshops: Career Building for Youth, Listening Skills, Recreation, Leisure, Diversity, and Volunteering: An Act of Faith. Conference committee determines workshop topics by reviewing evaluations of current conference and by evaluating input from agency contacts.

Office of Continuing Education
The Bishops House
Durham, NC 27708
919-684-6259

Offers Certificate Program in Non-Profit Management which consists of practical courses and workshops that focus on unique concerns of managers. Courses include: Basic Fund raising, Charitable Gifts and the Tax Law, Grant writing, Strategic Marketing, etc.

Regis University
Center for Nonprofit Organization Leadership
3333 Regis Blvd.
Denver, CO 80221-1099
303-458-4331
303-458-4921 (FAX)

Offers Master in Nonprofit Management Degree. Courses include: The Nonprofit Sector in Society, Legal Issues and Nonprofit Organizations, Lobbying and Nonprofit Organizations, Fund raising for Nonprofit Organizations, etc.

Seton Hall University
Center for Public Service
South Orange, NJ 07070
201-761-9510
201-761-9788 (FAX)

Offers Masters in Public Administration with concentration in Nonprofit Management. Courses include: Introduction to the Nonprofit Sector: Function, Law, and Policy, Leadership in the Nonprofit Organization, Resource Development in Nonprofit Organizations, etc.

Sinclair Community College
Extended Learning & Human Services
Dayton, OH 45402-1460
513-226-2702

College Certificate in Management of Volunteer Programs. Features interdisciplinary curriculum. Courses include: Volunteer's Role in the Community, Managing Volunteer Programs, Principles of Management, Principles of Interviewing, etc.

Support Centers of America

16 Centers nationwide provide series of workshops on wide variety of topics including: Strategic Planning, Team Building, Advanced Volunteer Management, Managing a Small Nonprofit, Effective Presentations, Corporate Fund Raising, etc.

California

Palo Alto Computer Resource Center
208 California Avenue, Suite B
Palo Alto, CA 94306
415-323-0873

San Diego Support Center
8361 Vickers Street, Suite 207
San Diego, CA 92111
619-292-5702

San Francisco Support Center
70 10th Street, Suite 201
San Francisco, CA 94103-1302
415-552-7584
415-552-8824 (FAX)

Colorado
Denver Applied Research and Development Institute
1805 South Bellaire Street, Suite 219
Denver, CO 80222
303-691-6076, 303-691-6077 (Fax)

Georgia
Atlanta Nonprofit Resource Center
50 Hurt Plaza, Suite 411
Atlanta, GA 30303
404-688-4845
404-688-3060 (FAX)

Illinois
Chicago Support Center
166 West Washington, Suite 530
Chicago, IL 60602-2311
312-606-1530
312-606-1532 (FAX)

Massachusetts
Boston Support Center
20 Park Plaza, Suite 530
Boston, MA 02116-4399
617-426-1331
617-426-9236 (FAX)

New Jersey
Newark Support Center
17 Academy Street, Suite 517
Newark, NJ 07102
201-643-5774, 201-242-4709 (Fax)

New Mexico
Sante Fe National AIDS Support Center
1915 Rosina
Sante Fe, NM 87501
505-986-8337
505-986-3938 (FAX)

New York
New York Support Center
305 7th Avenue, 11th Floor
New York, NY 10001-6008
212-924-6744
212-924-9544 (FAX)

Oklahoma
Oklahoma City Support Center
525 NW 13th Street
Oklahoma, OK 73103-2238
405-236-8133, 405-272-0436 (fax)

Tulsa Support Center
P.O. Box 2524
Tulsa, OK 74101
918-588-6636

Rhode Island
Warwick Support Center
422 Post Road, Suite 101
Warwick, RI 02888
401-781-3338

Texas
Houston Support Center
1300 Main Street, Suite 640
Houston, TX 77002-6811
713-739-7728

Virginia
Richmond National Office
2406 Lockwood Road
Richmond, VA 23294
804-672-7020

Washington, DC
Washington Support Center
2001 O Street, NW
Washington, DC 20036
202-833-0300
202-857-0077 (FAX)

Washington National Office
2001 O Street, NW
Washington, DC 20036-5955
202-296-3900
202-857-0077 (FAX)

International
Cairo International Office
Support Centers International
Executive Business Center, No. 7
Nile Hilton Hotel
Cairo, Egypt
01-1-202-767-444
01-1-202-760-874 (FAX)

Vermont College
Norwich College for Volunteer Administration
Continuing Education
Montpelier, VT 05602
802-828-8800

Offers Certificate in Volunteer Management, a series of workshops, offered periodically. Topics for September 1992 include: Plans of Action, Job Design, Recruiting, Placement, Retaining, Recognitions, etc. All workshops designed to be interactive. Programs chosen based on perceived interests and needs.

Virginia Polytechnic Institute and State University
Institute of Leadership and Volunteer Development
Blacksburg, VA 24601
703-231-7895

Provides program assistance and consultation with local government leaders and local voluntary association leaders. Covers planning, program management, and organization development.

Virginia Polytechnic Institute and State University
Institute for Community Leadership and Nonprofit Management
Northern Virginia Graduate Center
2990 Telestar Court
Falls Church, VA 22042
703-698-6093

Provides local, regional, and national nonprofit organizations with resources designed to develop improved organizational efficiency and effectiveness. Services to nonprofit organizations include: Board Workshops and Retreats, Management and Staff Training, Fund raising Consulting, etc. Courses include: Supervisory Skills Marketing Skills, Managing and Evaluating Programs, and Community Leadership Skills.

VMSystems
1807 Prairie Avenue
Downers Grove, IL 60515
708-964-1194

Deals with all topics of Volunteerism and Nonprofit Management, Motivation, and Recruitment. Typical topics include: Recruitment, Motivation, and Marketing. Courses structured depending on clients needs.

Volunteer Action Centers

VOLUNTEER: The National Center/Points of Light Foundation
736 Jackson Place, NW
Washington, DC 20503
202-408-5162
800-879-5400

Provides some centers which specialize in workshops and seminars on a variety of topics such as Marketing Plans, Assessing Program Needs, Evaluating Programs, etc. For local center near you, call the above number.

United States Department of Agriculture | National Agricultural Library | Public Services Division | Beltsville, Maryland 20705

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10301 Baltimore Blvd., NAL Bldg.
Beltsville, Maryland 20705-2351

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SYSTEM	ADDRESS CODE
INTERNET	LENDING@NALUSDA.GOV
EASYLINK	62031265
ONTYME	NAL/LB
TWX/TELEX	Number is 710-928-0506 NAL LEND. This number may only be used for ILL requests.
FTS2000	A12NALLEND
OCLC	NAL's symbol AGL need only be entered once, but it must be the last entry in the Lender string. Requests from USDA and Federal libraries may contain AGL anywhere in the Lender String.

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AG University/NAL ILLRQ 231 4/1/93 **NEED BY: 6/1/93**

Interlibrary Loan Department
Agriculture University
Heartland, IA 56789

Dr. Smith Faculty Ag School

Canadian Journal of Soil Science 1988 v 68(1): 17-27
DeJong, R. Comparison of two soil-water models under semi-arid growing conditions
Ver: AGRICOLA
Remarks: Not available at IU or in region.
NAL CA: S6.8 C162

Auth: C. Johnson CCL Maxcost: $15.00

MORE

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